

Pembroke Care Ltd

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

[Provider: Pembroke Care Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Pembroke Care Ltd trading as Hollyland Lodge](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: Pembroke Care Ltd

Provider summary

The provider was registered on:	07/11/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	All staff training is recorded at Pembroke Care Ltd. New staff with no experience are enrolled onto the AWIF and mandatory training is provided by Careskills Academy. Staff have all completed or are currently completing the NVQ level 2 in health and social care. Senior staff all hold the minimum of level 3 (1 senior working towards completion) 2 senior staff hold level 4 or above. SCWDP is used for face to face training in first aid and Manual handling
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are recruited at the service using Indeed. Interviews are held by the manager and 1 other staff member. Questions used are designed to highlight reactions to different scenarios. Mandatory training, induction and training shifts are all completed prior to the start date. 3 monthly supervisions and yearly appraisals are done to meet training needs and support staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Pembroke Care Ltd trading as Hollyland Lodge	Care Home Service	Adults Without Nursing

Service: Pembroke Care Ltd trading as Hollyland Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/11/2018
Maximum number of places	14
Service Conditions	<ul style="list-style-type: none">• A maximum of 14 individuals can be accommodated at this service• Pembroke Care Ltd is registered to provide a Care Home Service at Pembroke Care Ltd trading as Hollyland Lodge PEMBROKE CARE LTD, HOLLYLANE LODGE CARE HOME, HOLYLAND ROAD, PEMBROKE SA71 4BL• The responsible individual for this service is Colin James Francis
How many people in total did the service provide care and support to during the last financial year?	23

Service management

Responsible Individual(s)	Colin Francis
Manager(s)	Susan Brumby

Service contact details

Service Telephone Number	01646682175
Service Contact Email Address	suebhollyland@gmail.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">• Ukrainian
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Lipreading• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 14• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Stairlift• TV point• Wheelchair access• Woodland / ponds

Engagement with people using the service

All residents and their families are provided with a welcome pack which includes information such as who to make a complaint to and how to do this, their rights, the S.o.P., how to access an advocate. 1:1 meetings with both residents and families are carried out frequently. QA surveys are carried out every 6 months giving the residents a voice along with residents meetings.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£919.23
The maximum weekly fee payable during the last financial year?	£1100

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	16.75
--	-------

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	10	0
Catering staff	2	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	10	0	0
Catering staff	2	0	0
Other Staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	6	4
Catering staff	1	1
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	3	1
Care Worker	6	4
Catering staff	2	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 senior on 8am-2pm 1 senior on 2pm-8pm 1 senior 8pm-8am
Care Worker	2 carers on 8am-2pm 1.5 carers 2pm-8pm 2 1 carer 8pm-8am